



OUR COVID-19 RESPONSE

brookdale.com



“We will move forward together, supporting one another through the shared commitment to our mission of enriching the lives of those we serve.”

— *Cindy Baier*, Brookdale CEO

OVERVIEW



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If you would like to know more about options for visiting or experiencing our communities, check out our [Community Visit Guide](#).



INTRODUCTION

The global pandemic of COVID-19, the disease caused by a novel Coronavirus, has changed life as we know it. Because the residents Brookdale serves in more than 700 communities are more vulnerable to the virus and its complications, we understand that we shoulder a tremendous responsibility.

But our 40-plus of experience equipped us to handle COVID-19's challenges, even as its swiftness and severity took many by surprise. We're proud of the work we are doing to protect our residents and associates. Less than 1% of our residents, as of July 31, 2020, were confirmed positive for COVID-19*.

In the pages to follow, we've outlined Brookdale's COVID-19 response in detail, including early efforts to secure Personal Protective Equipment, our robust testing strategy and our plans to combat social isolation among our residents. We're happy to share these details, because we value your trust.

*Brookdale's COVID-19 infection rate calculated based on the total number of known COVID-19-positive Brookdale residents on July 31, 2020, out of all residents who lived in Brookdale communities on that date. Individual community experiences may vary.

PREVENTATIVE MEASURES

Brookdale communities have established communicable disease outbreak protocols, but to address the COVID-19 pandemic, we implemented additional precautionary measures:

- **Suspended planned or sponsored group outings** and strongly encouraged residents to refrain from making trips outside of the community unless medically necessary.
- **Restricted visitors and non-essential health personnel from our communities**, except in end-of-life situations or pursuant to the guidance of public health officials.
- **Conducted health screenings** of anyone coming into the community.
- **Limited travel of our associates** to avoid possible spread of the viral illness from city to city.
- **Created a corporate emergency response team** to provide support to our teams on the ground in our communities.

- **Refined our best practices and re-educated associates on those practices** for hand washing, sanitizing and other infection prevention measures that are part of our daily operations.
- **Provided communities with additional tools** to assist in monitoring residents' health, such as thermometers and pulse oximeters.
- **Engaged with leading medical centers** for recommendations and guidance to complement the internal expertise of our clinical team.



Note: These protocols are as of August 31, 2020.

PREVENTATIVE MEASURES

Positive Case Protocols

In the cases of a confirmed diagnosis of COVID-19 in a community, we have acted in compliance with the Centers for Disease Control and Prevention (CDC), local and state health authorities' guidance, as well as the best interest of the person.

These protocols include steps to try to minimize chances for exposure, including adhering to personal protection protocols and managing visitor access.

When necessary, Brookdale has created special areas for residents who test positive. These separate quarters typically utilize temporary plastic walls to try to minimize spread of the virus into the surrounding community.

Dedicated associates are assigned exclusively to these special areas and wear expanded PPE, which may include head coverings, eye protection, face shields, N95/KN95 masks, gowns, gloves and shoe covers.



Note: These protocols are as of August 31, 2020.

CLEANING MEASURES

Brookdale refined its long-established cleaning protocols for infection control specifically to target the COVID-19 virus, based on scientific and healthcare recommendations. We use products that are certified by the Environmental Protection Agency (EPA) to both clean and disinfect and that have been deemed effective against the virus that causes COVID-19. Associates are trained specifically on these products to understand usage and dwell times, (e.g. how long a product must be in contact with a surface in order to properly disinfect it).

Frequency

Community areas are typically cleaned as frequently as three times a day, including:



Elevators



Entryways



Hallways



**Common areas,
such as libraries (if open)**



Courtyards



Associate bathrooms and breakrooms



Public bathrooms (if open)



Kitchens

Note: These protocols are as of August 31, 2020.

CLEANING MEASURES

Risk Assessment

Cleaning protocols in Brookdale communities are dictated based on a comprehensive risk assessment of where virus spread is most likely, either because they are frequently trafficked or more often contaminated with pathogens.

Areas are designated as high-touch and disinfected more often if they have frequent contact with hands, (e.g. doorknobs, elevator buttons, light switches).

Associates are also trained to clean in a manner that tries to reduce the risk of cross-contamination.

Above & Beyond

Our communities have a Fresh Impressions enhanced cleaning program in place that creates clean and comfortable environments for residents. This was updated to include additional cleaning protocols due to COVID-19.



Note: These protocols are as of August 31, 2020.

TESTING

Because the CDC has identified possible asymptomatic transmission of the disease, we worked in coordination with local health departments to test community residents and associates, regardless of whether they were showing symptoms.

Our goal with community-wide testing was to help contain the virus. We communicated these testing plans to our residents, their families and our associates in advance and answered any questions or concerns.

In the event that a local health department or reputable third-party testing provider wasn't available, a community's licensed clinician (LPN or RN) gathered test samples in accordance with an appropriate physician's order. For positive test results, communications protocols are in place to notify the resident and family.



As of August 31, 2020, we
have administered more than
100,000 TESTS
to residents and associates at our
communities across the country.

Note: These protocols are as of August 31, 2020.

PERSONAL PROTECTIVE EQUIPMENT & FACE COVERINGS

PPE

One of the biggest challenges faced by companies nationwide during the pandemic has been procuring enough personal protective equipment (PPE). This challenge was compounded by the high standards we require from vendors. In fact, only 5% of the vendors we reviewed met our requirements for quality and volume.

We were able to leverage our size and scale to purchase sufficient PPE for use in our communities, including:

- **More than 1 million disposable gowns**
- **3 million N95 masks**
- **14 million surgical masks**

As of June 2020

Above & Beyond

We've strengthened our supply lines and procurement practices to try to avoid facing shortages during this continuing pandemic and to try to navigate any future crisis with ease.

Face Coverings

Barring underlying medical conditions preventing their use, face coverings or masks are required for residents and associates in Brookdale communities.

- **Associates are provided with surgical masks daily**, and they are encouraged to use a cloth mask in public any time they are outside the community, including their commute to and from the community.
- **All permitted visitors must wear face coverings** at all times in the community. Brookdale will provide masks at no cost to visitors who need one.
- **Residents are required to wear a cloth face covering** in public areas of the community as they are able.

Note: These protocols are as of August 31, 2020.

RESIDENT LIFE

The emotional well-being of our residents remains a high priority, and we are fully aware that our social-distancing protocols during an outbreak may place them at higher risk for social isolation.

Here's what our teams are doing to try to facilitate the best quality of life for our residents:

In-Room Engagement

“Engagement Room Service” cards are an easy and fun way for our residents to let us know what activities they would like brought to their apartment, whether it be crossword puzzles or a Brookdale Fitness B-Fit exercise handout.

You may be wondering if residents are allowed to leave their apartments? The short answer is **yes. However, in certain limited circumstances, safety precautions may require some restrictions.**

For our residents with dementia,

we create a person-centered program box with engagement options that is reflective of the resident's Life Story, abilities and level of dementia.

This may include magazines and other items that reflect favorite hobbies, such as rolling yarn or sanding wood, adult-coloring pictures that the resident would enjoy, coupon clipping, word searches or jigsaw puzzles.



Note: These protocols are as of August 31, 2020.

RESIDENT LIFE

Social Distancing Outside of Resident Apartments

We've educated our residents on social distancing and health practices set forth by the CDC and local government officials. For those residents with respiratory infections or suspected COVID-19, we assist them in getting appropriate care outside the community or have them self-isolate in their apartments for the protection of others in the community.



Community Engagement

Our approach to re-opening amenities in our communities varies by location and is based on the health and safety directives from the CDC, local and state public health officials and our own clinical experts.

In most cases, these amenities will initially resume on an appointment-only basis, with other additional safety guidelines in place, such as time and occupant limits, time between appointments and enhanced cleaning and sanitization. Social-distancing and face-covering rules will also apply.

Above & Beyond

We have a six-tip best practices in place to help residents avoid weight loss during COVID-19. The tips include high-calorie, high-protein recipes and a crowd-pleaser — snacks. To make snack and meal time even more exciting, we've created themes, like NY Deli Day carts, that make stops to residents' apartments.

Note: These protocols are as of August 31, 2020.

RESIDENT LIFE

Here are examples of the types of safety guidelines we have in place for the easing of restrictions, where allowable:



Swimming Pool

- Five (5) people maximum with social distancing
- By appointment
- 45-minute limit
- 15 minutes between appointments
- Pool area sanitized after each use
- Maintain distance of six (6) feet apart
- Residents wear masks to/from the swimming pool



Salon

- Only one (1) person at a time
- By appointment
- 15 minutes between appointments
- Sanitized after each use
- If possible, residents encouraged to wash hair prior to appointment
- Residents and stylist wear masks while at the salon



Fitness Center

- Only one (1) person at a time
- By appointment
- 45-minute limit
- 15 minutes between appointments
- Sanitized after each use
- Residents wear masks to/from the fitness center



Resident Engagement

- 10 people or less
- Maintain distance of six (6) feet apart
- Residents wear cloth masks, if able
- Report symptoms of feeling unwell



Dining Room

- Limited occupants in dining room
- Staggered dining with six (6) feet social distancing maintained
- Limited breakfast/lunch/dinner menu offerings
- No self-serve stations, including bistro, buffets, salad bar, hospitality stations, coffee and beverages; see server for assistance

Note: These protocols are as of August 31, 2020.

RESIDENT LIFE

Transportation and Outings

Outings

- Outings using Brookdale transportation other than to medical appointments are suspended. If the medical appointment is elective, we encourage it to be postponed.
- Residents are discouraged from going on outings with families and friends and are made aware of CDC recommendations related to social distancing.

Transportation

- Transportation will continue for all medically necessary healthcare appointments to outside providers.
- Transportation-specific precautionary measures are in place, which include:
 - Infection control protocols for vehicle cleaning
 - Driver training for understanding infection control basics



Note: These protocols are as of August 31, 2020.

VISITORS

For those of you with friends and family members in our communities: we understand you miss being able to sit with your loved one in person.

Until we are able to fully ease our visitor restrictions, we have some great alternatives for Mom and Dad to see their newest grandchild or to have a cup of coffee together.

Virtual Visits

Our residents have access to iPads® and chromebooks to schedule video chat sessions with family and friends.

Alzheimer's and Dementia Care residents can use InTouchSM technology to stay connected.

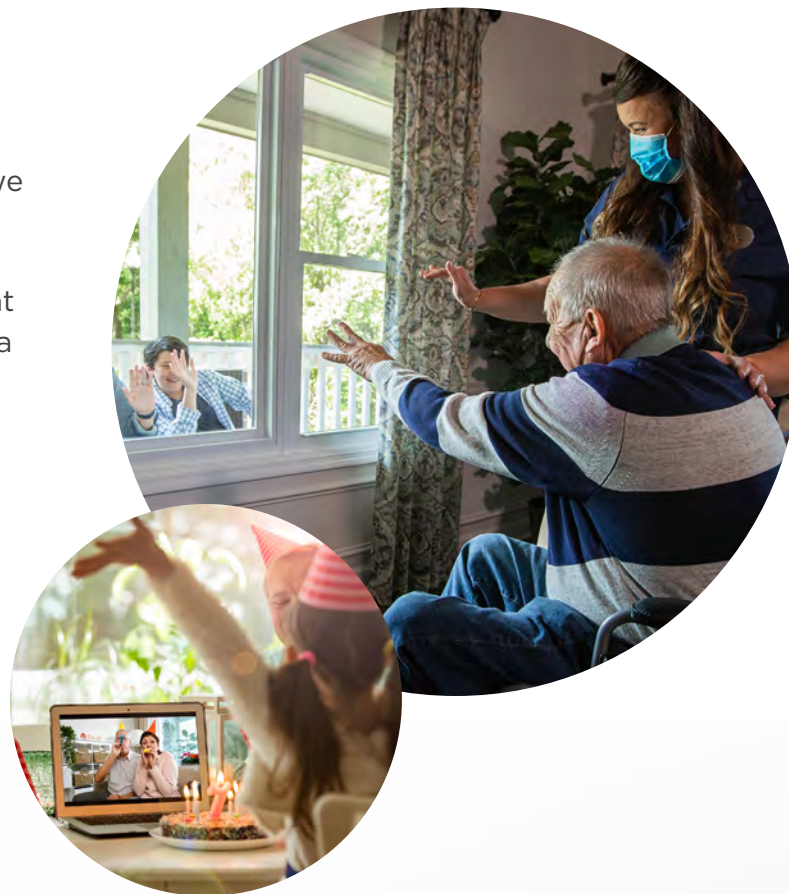
Window Visits

If you're able to come to a community, scheduled window visits are a great way to connect.

And you can get creative! We've had families arrange car parades, make signs, decorate windows and play instruments; we even had a local farm bring horses for a walk around the community.

Note: These protocols are as of August 31, 2020.

iPad is a registered trademark of Apple, Inc. InTouch is powered by It's Never 2 Late.



"I moved my dad into Brookdale Fayetteville just as the world was shutting down due to the COVID-19 virus. I cannot speak highly enough of the care the staff has provided my dad in helping him acclimate to a new home and their efforts to connect families with loved ones during this health crisis."

— Kathy F., family member of resident

VISITORS

In-Person Visits

Where community and local regulatory guidelines allow, you are able to make in-person visits. They look different than you are used to, because our top priority is making sure our residents, associates and visitors are safe. Here's what we ask of our visitors:



Schedule a visit in advance during designated visiting hours.



Undergo temperature check and screening.



Limit visitors in group to four or fewer.



Follow social-distancing guidelines and avoid physical contact. Assistive technology, such as hearing devices or cell phones, will be provided as needed.



Wear face coverings at all times (unless medically unable).



Use hand sanitizer prior to and after each visit.



Visits in designated outdoor areas, weather permitting.



Limit visits to 45 minutes.



Don't bring outside food or beverages. (Bottled water is provided.)

We have designed three ways for you to tour a community: virtual tours, outdoor introductory visits and indoor discovery meetings. For more details on touring a Brookdale community during the pandemic, read our [**Community Visit Guide ebook**](#).

Note: These protocols are as of August 31, 2020.

COMMUNITY MOVE-INS

Move-in Testing and Quarantine Approach

Before a new resident moves in, a set of screening questions must be completed to determine if they are low or high risk for exposure. New Alzheimer's and Dementia Care residents are all considered in the high-risk category. The risk category determines the steps necessary for the move-in process.

An exception: Any new resident who tested positive for COVID-19 and has recovered in the last three months is not required to be tested or quarantine unless new symptoms occur. Brookdale will confirm the test date and date the new resident recovered.



Note: These protocols are as of August 31, 2020.

COMMUNITY MOVE-INS

Independent Living and Assisted Living

Low-Risk Category

1. New residents can now avoid a 14-day transition period by obtaining a negative result test within three days prior to move-in.
 - Tests are either conducted in the the prospective resident's home, or family may bring the resident to the community for drive-by testing.
 - Between the time the test is conducted and before move-in, the new resident will be asked to refrain from visiting public areas and avoid group gatherings, practice social distancing and use a mask.
 - An additional test won't be needed if the new resident is coming from a location that's able to provide a negative results test within three days prior to move-in.
2. If a new resident is unable (by choice or due to acute care setting, etc.) to obtain a test and negative results within three days, the new resident may proceed with move-in and will be tested within 24 hours. They will remain in the transition period until the first negative test is confirmed.

High-Risk Category

1. The new resident will obtain a negative results test within three days prior to move-in and will enter the community under our transition period. A second test will be given on day 4 or 5, and once the second negative result is received, the transition period can stop.
2. If new resident is unable (by choice or due to acute care setting, etc.) to obtain a test and negative results within three days prior to move-in, the resident may proceed with move-in and will be tested within 24 hours. A second test will be given on day 4 or 5, and once the second negative result is received, the transition period can stop.
3. If the new resident has been exposed to a COVID-19-positive individual within the past 14 days, the resident must remain in the transition period for 14 days from the date of exposure. Since this resident is high risk, they must also follow the two negative test process, and the transition period cannot end until 14 days from exposure has passed (according to CDC guidance).

Note: These protocols are as of August 31, 2020.

COMMUNITY MOVE-INS

Alzheimer's and Dementia Care

A new dementia care resident is considered high risk due to the inability to social distance and wear a mask. A new resident will be entering an environment where social distancing and mask compliance among other residents is a challenge.

High-Risk Category

1. The new resident will receive a negative test within three days prior to move-in and will enter the community under our transition period. A second test will be given on day 4 or 5, and once a negative result is received, the transition period can stop.
 - **Welcome Neighborhoods** are designed to help the new resident make the transition into the community. Your loved one has attentive care from our associates to make it a comfortable and positive experience.
 - Communities with **Brookdale at Home services** may offer an alternative at-home transition period.
2. If a new resident is unable (by choice or due to acute care setting, etc.) to obtain a test and negative results within three days prior to move-in, the resident may proceed with the move-in and will be tested within 24 hours. A second test will be given on day 4 or 5, and once the second negative result is received, the transition period can stop.
3. The same protocol applies to any resident who has been exposed to a COVID-19-positive individual within the past 14 days. The new resident must remain in the transition period through the 14 days from the date of exposure. Since this resident is high risk, they must also follow the two negative test process, and the transition period cannot end until 14 days from exposure has passed (according to CDC guidance).

Note: These protocols are as of August 31, 2020.



COMMUNITY MOVE-INS

What will the transition period experience be like for the new residents and families?

- **Residents remain in their apartment** for the duration of the transition period.
- **Residents receive** in-room services.
- **Associates engage with residents** multiple times a day, and they have been trained to support emotional well-being as well as physical needs.
- **Residents are monitored** in accordance with the community's policies, practices and the community's licensing requirements.
- **Residents have access to technology** to connect with friends and family, including FaceTime®, Zoom®, and/or the OneDay® video app.
- **Trips to the courtyard or walking path** for fresh air and a walk with a dedicated associate are scheduled as permitted.
- **In-room dining options** will feature a variety of choices, including menus developed to meet dietary requirements and food preferences.

Note: These protocols are as of August 31, 2020.

FaceTime and OneDay are registered trademarks of Apple, Inc. Zoom is a registered trademark of Zoom Video Communications, Inc.





► **Call (844) 279-5057 to discuss options to visit and experience our communities.**

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